

POSITION DESCRIPTION

POSITION: JR Network Administrator
LOCATION: S/M Community
SALARY: Exempt/Negotiable
Reports to: CIO

POSTING DATE:10-20-15
CLOSING DATE: Until filled
PAYGRADE: 5

GENERAL RESPONSIBILITIES: Every employee of North Star Mohican Casino Resort/Stockbridge Munsee Community is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort/SMC strives to provide a positive team environment where everyone contributes.

DUTIES:

1. Install, configure, maintain, monitor, support, test and troubleshoot LAN/WAN hardware and software, including data and voice servers, printers, peripherals, VoIP phones, cabling, etc.
2. Evaluates LAN hardware and software requirements and capabilities, and make recommendations regarding usage, configuration, upgrades or architectural changes to improve performance.
3. Prepare and maintain network and server information, documentation and diagrams and ensure they are kept up-to-date in the help desk and document storage system.
4. Research and recommend appropriate updated hardware or software.
5. Recommend, schedule, communicate and coordinate maintenance schedules and downtime for network hardware, software, and voice services to superiors, coworkers and users.
6. Coordinate any third party installation and maintenance for network hardware, software, and voice services.
7. Receive, prioritize and respond to Help Desk calls for problem resolution.
8. Utilize help desk system tool to document and describe all work performed.
9. Assist IT Administrator in maintaining business continuity, disaster recovery, incident response and other plans.
10. Maintain server backup system, ensuring appropriate data protection procedures are followed.
11. Create and maintain user accounts and appropriate access to data and voice resources.
12. Review user accounts and user rights to ensure they are consistent with the authorization level assigned by management.
13. Respond to the needs and questions of network users concerning their access to network resources and of various software programs.
14. Provide network orientation and assist in hardware and software applications training when necessary.
15. Monitor usage and access to network, servers and software, including remote access.
16. Maintain remote access logs.
17. Report unauthorized network usage and security problems.
18. Ensure control/protection of casino assets, including maintaining inventory data on spares and consumables.
19. Manage and support all client/server applications installed on servers and workstations.
20. Ensure all software is properly licensed, registered with the appropriate vendor of manufacturer and the licenses and warranties are on file.
21. Maintain a current list of all software applications including currently-used and obsolete software, and update this list on a consistent basis.

22. Ensure that all software is tested and upgraded in a timely manner, as needed.
23. Adhere to all regulatory, departmental, and casino policies and procedures, and to the MICS.
24. Provide courteous service to internal customers and be cordial to all IT team members and vendors.
25. Provide suggestions and recommendations for improvement of processes, procedures and technology where appropriate.
26. Work closely with all IT team members on assigned projects and tasks, assisting when necessary to quickly meet deadlines.
27. Work on projects as assigned by the IT Manager.
28. Responsible for maintaining a consistent, regular, and good attendance record.
29. Available and willing to work any changes in hours deemed necessary for appropriate business levels.
30. Ability to work all shifts, weekends, holidays & special events as required.
31. Participation in the on-call rotation to ensure 24/7 operations of our data center and support to our user base.
32. Must be able to work with a variety of people with diverse personalities.
33. Must wear the approved departmental uniform.
34. Must be willing to carry company pager and cell phone.
35. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
36. Must maintain an acceptable departmental attendance record.
37. Must be reliable and prompt when reporting to work.
38. Required to attend job related, in-service, meetings, and training to maintain professional and technical knowledge.
39. Must adhere to tribal law and other applicable laws as well as tribal personnel policies and procedures.
40. May be required to satisfactorily complete an exam or other testing requirement(s) to determine skill proficiency.
41. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

QUALIFICATIONS:

1. High School Diploma or GED is required.
2. Associate Degree in a technical area of study is required.
3. Other certifications in network administration, information security and/or telecommunications are preferred.
4. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
5. At least two (2) years' experience performing similar duties in an enterprise network environment is required.
6. Gaming industry experience is preferred.

7. Bally Gaming Systems experience is preferred.
8. Basic functional knowledge of Microsoft SQL Server Database Administration is required.
9. Intermediate functional knowledge of Microsoft Exchange Administration is required.
10. Practical experience with Cisco routing, switching, security and voice hardware administration is required.
11. Experience with tape backup and restore techniques is required.
12. Practical experience with Windows Active Directory to include Group Policy is required.
13. Practical experience in server deployment is required.
14. Must be able to lift and/or move up to 50 pounds on an occasional basis.
15. Must be able to work in confined spaces on an occasional basis.
16. Strong customer service and teamwork skills are required, along with strong organizational and communicational skills.
17. Skill in effectively communicating information through verbal and written correspondence to managers, co-workers and users, including writing reports, business correspondence and technical procedures.
18. Skill in practical problem solving and dealing with situations where limited standardization may exist.
19. Skill in identifying and resolving technical problems under pressure conditions.
20. Ability to adapt quickly to changing priorities. Ability to multi-task and serve both internal and external customers in a professional manner.
21. Accuracy and detail-oriented approach to documentation.
22. Ability to define problems; collects data, establish facts and draw valid conclusions.
23. Ability to work independently to analyze, troubleshoot and resolve problems.
24. Ability to maintain high confidentiality and a professional demeanor, even under stressful situations.
25. Must be able to obtain and maintain a Mohican Nation Gaming License
26. Must be able to work weekends, nights and holidays.
27. Must submit to a Criminal Investigation Background Check.
28. Must be willing to attend all applicable training.
29. Must pass pre-employment drug and health screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
30. Must be eligible for coverage under the employer's liability insurance.
31. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
32. Must be able to meet physical requirements of position.
33. Must have a valid driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin driver's license within 30 days of employment if applicant has an out-of-state driver's license. Must meet and maintain the eligibility to operate a personal or tribal vehicle under the driver acceptability guidelines as established by Mohican Nation Insurance.
34. Must abide by departmental and organizational safety, testing, and uniform guidelines.

SUBMIT APPLICATION TO:

Human Resource Department
P.O Box 70
N8705 Moh He Con Nuck Rd
Bowler, WI 54416

WE ARE A DRUG FREE EMPLOYER.
CANDIDATES MUST PASS DRUG SCREEN
AND REMAIN DRUG FREE.

The Stockbridge-Munsee Community operates as an equal opportunity employer except Indian Preference is given in accordance with the Tribal Employment.

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

New Position:
Revised Position:

Tribal Council Approved:
Tribal Council Approved:

Apply online at:
www.mohican-nsn.gov